Senior Services Department

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg. Nov.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	61	61	83	🟢	305	430	🟢
% of requestors who receive assistance	Maintain the % of people receiving assistance.	95	95	100	🟢		100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	95	95	100	🟢		100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportion services	238	238	237	🟡	1203	1126	🔴
Total rides provided	Maintain or increase the number of rides provided.	1625	1625	1378	🔴	8706	7475	🔴
% of riders completely satisfied with timeliness with transportation service (semi-annually)	Maintain the level of satisfaction with the timliness of the transportation services.	90	90	92	🟢		92	
% of riders completely satisfied overall with transportation service (semi-	Maintain the level of overall satisfaction with the transportation services.	90	90	94	🟢		94	
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of participants attending programs.	47	47	57	🟢	243	258	🟢
Number unique program participants	Maintain or increase the number of participants attending programs.	484	484	421	🔴	2064	2599	🟢
Total program participants	Maintain or increase the number of times people participate in programs.	1441	1441	902	🔴	5631	5679	🟢

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency. The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.